



# LOS ANGELES COUNTY WIA YOUTH PROGRAM BULLETIN

**NUMBER: YTH01-35**

**SUBJECT: SAMPLE INDIVIDUAL SERVICE  
STRATEGY AND DEFINITIONS OF JOB  
SKILL AREAS**

**DATE: 09-06-01**

**EFFECTIVE DATE: IMMEDIATELY**

**PAGE 1 OF 1**

**TO: WIA Youth Providers**

The purpose of this bulletin is to forward the attached sample completed Individual Service Strategy (ISS) form and the Definitions of Job Skill Areas.

The attached was requested at the August 15, 2001 County ISS Training.

Please distribute to all case management staff.

If you have any questions, please contact Sandra Woodward at 213-738-4837 or Jenie Soriano at 213-738-3169.

  
KENNETH KESSLER, Director  
Employment and Training

Attachments

**YOUTH INDIVIDUAL SERVICE STRATEGY (ISS)**  
**LOS ANGELES COUNTY WORKFORCE INVESTMENT BOARD**  
 Los Angeles County Workforce Area (WA)  
 Department of Community and Senior Services

**PART I – PARTICIPANT BACKGROUND**

**SECTION 1: PERSONAL DATA (All items must be answered)**

1. Name: Doe, Jane M. Date: 1-20-01  
 (Please Print) Last First M.I.
2. Street Address: 1212 South 2<sup>nd</sup> Street 3. City: San Gabriel 4. State: CA 5. Zip: 95121
6. Home Phone: (626)555-1212 7. Message Phone/Contact: (626)555-3434
8. Birthdate: 12-2-83 9. Age: 17 10. Gender: ☐ Male ☒ Female
11. Supervisorial District: First

**SECTION 2: EMPLOYMENT & EDUCATION HISTORY**

**EMPLOYMENT HISTORY**

12. Complete Work History As Applicable:

From	To	Job Title	Hourly Wage	Duties/Skills (Be as specific as possible)
6/00	8/00	Clerical	5.75	SY Job, answer 4 line telephone, filing, xeroxing, faxing

**EDUCATION HISTORY**

**YOUNGER YOUTH (14-18)**

13. Currently in School: ☐ Yes ☒ No  
 a) If YES, Grade Level: : \_\_\_\_\_  
 b) If NO, Highest Grade Completed: 9  
 c) c) Number of Credits 60

14. Secondary School Name:  
Garfield High school

**OLDER YOUTH (19-21)**

15. Diploma/GED Obtained ☐ Yes ☐ No  
 16. Post-Secondary School/Trade School:  
 \_\_\_\_\_  
 17. Area of concentration:  
 \_\_\_\_\_  
 18. Degrees, Licenses, Certifications Earned (List each one by type and name of school):  
 \_\_\_\_\_

## **PART II – INTERESTS AND SKILLS INVENTORY**

### **INTEREST/APTITUDES**

(Responses should be based upon results from standardized interests (#24) / aptitudes (#25) tests in combination with client interviews)

19.	Client likes to work with:	A lot	Somewhat	A Little	Not at All
•	People	X	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
•	Data/Numbers	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	X
•	Things/Tools	<input type="checkbox"/>	<input type="checkbox"/>	X	<input type="checkbox"/>

Other Interests:      Dancing      Baseball      Music      Movies

20.      Client is Good At (Skills):

Communicating      Cooking      Types 40wpm

### **CLIENT GOALS**

21.      What Client Would Like to Learn / Short Term Goals:

High School Diploma/GED

Skills to get good job

22.      Long Term Career Goals:

23.      Medical Assistant/Office Manager

Pediatric Nurse

### **CAREER INFORMATION**

24.      Client has participated in these career awareness activities:

- ☐ Research on careers
- X Experienced a personal interview
- ☐ Investigated/attended ROP classes for job preparation
- X Prepared resume/personal essay
- ☐ Other: \_\_\_\_\_

## PART II-B WORK READINESS ASSESSMENT INVENTORY

***Based on pre-assessment outcomes, the young person has been determined to need the following skills:***

<b>Category:</b>	World of Work Awareness (WWA)	Labor Market Knowledge (LMK)
	Career Planning (CP)	Job Search Techniques (JS)
	Leadership (L)	Allocates Resources (AR)
	Team Work (TW)	Interpersonal Skills (IS)

***Indicate Category (e.g. "CP" for Career Planning)***

- |     |     |   |
|-----|-----|---|
| WWA | 1.  | Understand organization' expectations for punctuality and adheres to them   |
| WWA | 2.  | Selects appropriate and clean clothing or uniform and maintains personal hygiene  |
| CP  | 3.  | Completes applications to highlight skills, experience, and personal information pertaining to the job opening                    |
| JS  | 4.  | Prepares a résumé that summarizes skills and experience related to the targeted job or career                                     |
| JS  | 5.  | Develops interviewing skills  |
|     | 6.  | Uses computer technology to conduct job search activities and apply for jobs  |
| JS  | 7.  | Asks appropriate questions to clarify intent, understand outcomes, or solve problems  |
| AR  | 8.  | Understands transportation methods, routing the best possible path, and appropriate strategy to get to work/appointments on time  |
| AR  | 9.  | Establishes independent living situation including arranging housing, turning on public utilities, and setting up living quarters |
| AR  | 10. | Opens a bank account to manage and pay bills  |
| AR  | 11. | Manages crisis situations and identifies alternative solutions when established plans fail  |
| TW  | 12. | Understand the impact of one's work on others and the final outcome   |
| IS  | 13. | Demonstrates appropriate speaking, listening, writing, and social skills  |

NOTE: Scored assessment tools must be placed in each participant's case file, if a numerical score is not available the file must contain the criteria used to determine need or pass/fail in the focus area. In addition a post test must be included in the file to verify attainment of the specified skill.

*Attach additional sheets if necessary.*

## Name

[illegible]

INDIVIDUAL SERVICE STRATEGY (ISS)  
Los Angeles County Workforce Area (WA)  
LOS ANGELES COUNTY WORKFORCE INVESTMENT BOARD  
Department of Community and Senior Services

**CLIENT CERTIFICATION AND RELEASE AUTHORIZATION**

I agree to participate in this objective assessment process for the development of an Individual Service Strategy (ISS) for meeting my education, service and training needs.

I agree to work with staff to revise and update my ISS as appropriate to meet any education, service and training need. I agree that the Plan of Action represents only a general plan of services and training intended to result in employment or other appropriate outcome. It does not represent entitlement to such services nor a contract between the program and me.

Check ONLY ONE BOX in the following paragraph:

The information contained in the ISS is CONFIDENTIAL. I ☒ authorize ☐ do not authorize the enrolling agency to release information contained in this ISS to agencies listed in the ISS and to prospective employers for the purpose of assisting me with job placement.

Jane Doe  
Client's Signature

1-21-01  
Date

Mary Doe  
Parent's Signature  
(Required if Client is under 18 years of age)

1-23-01  
Date

Susan Smith  
Program Staff Signature

1-23-01  
Date

# **County of Los Angeles Workforce Investment Area**

## **Definitions of Job Skill Areas**

### **Resource**

A useful or valuable possession or quality of a person. Examples: allocates time, money, materials and facility resources, and human resources.

### **Information**

Knowledge about something, such as facts and news. Examples: acquires and evaluates, organizes and maintains, interprets and communicates, and uses computers to process information.

### **Interpersonal**

Connected with relationships between people. A successful applicant will have interpersonal skills. Harmonious interpersonal relationships are very important in creating a good working atmosphere. Examples: participates as a member of a team, teaches others, serves clients/customers, exercises leadership, negotiates to arrive at a decision, and works with cultural diversity.

### **Perform Actual Tasks**

Complete a specific task in a manner that meets the standards required for completing the specified task. Example: proficient in the processes and procedures necessary to complete specific tasks.

### **System**

A way of doing things: a method. Examples: understands systems, monitors and corrects performance, improves and designs systems.

### **Technology**

(Using) the most advances and developed machines and methods. Examples: selects technology, applies technology to task, and maintains and troubleshoots technology.

### **Familiarity with Procedures, Tools**

Able to understand and follow instructions including the use of tools ensuring all tasks and functions are carried out in a proper and safe manner so that the job is completed. Example: occupations that require the regular use of tools, such as auto mechanic, computer repair, etc.